

There were no requests for service from potential customers within the recipient's Service areas that were unfulfilled during the prior calendar year 2013.

MONROE TELEPHONE COMPANY attempted to provide service to those potential customers by: n/a

The number of complaints per 1000 connections in 2013 was 1.

Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

MONROE TELEPHONE COMPANY compiles with the requirements of 47 CFT Part 64 Subpart U, Customer Proprietary Networks Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

Voice

MONROE TELEPHONE COMPANY complies with the service standards of the State of Oregon as promulgated in the Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities.

Broadband

MONROE TELEPHONE COMPANY follows the service standards noted in NECA Tariff # 5 and is committed to providing the highest quality service to its broadband customers.